



Patient & Family Centred Care

Adapt & Innovate

2019-20 Annual Report



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Introduction

Welcome to the 2019-2020 Annual Report for Patient and Family Centred Care (PFCC) at the Stollery Children's Hospital. This year has been an unprecedented time of change and adaptation for our team, particularly in response to the current COVID-19 pandemic. Despite the many challenges, we continue to demonstrate innovative ways to support patients, families and programs, and strengthening practices at the Stollery.

Though the pandemic revised our approach to maintaining patient and family centred care, the unwavering dedication of the PFCC team, patient and family volunteers, Stollery staff and leadership, and the Stollery Children's Hospital Foundation demonstrated that together, we can adapt and continue to find innovative ways to enhance the experience of the patients and families we serve.

We are excited to present a snapshot of the many initiatives, partnerships and opportunities that spanned this past year. Shifting to our new virtual advisor world, innovations in family supports, re-visioning of our PFCC Council, and international recognition are just some of this year's highlights. We have much to be proud of and we could not have achieved so much without the generous support of the Stollery Children's Hospital Foundation and their donors. Their contributions have made such a tremendous positive impact on Stollery PFCC programming and, in turn, improved Stollery patient and family hospital experiences.

This report highlights achievements from September 1, 2019 to August 31, 2020. Health Systems Evaluation and Evidence (HSEE), Alberta Health Services (AHS), prepared this report on our behalf and participant consent was obtained for all presented photographs, quotes and stories.

Through adversity, we must adapt and innovate to maintain delivery of compassionate and respectful world-class care and ensure continued improvements in PFCC culture and practices in hospital settings.



Stollery Children's Hospital

Children's Healthcare Canada Conference

Sarah Money, a Stollery Patient and Family Advisor (PFA), participated in the Medically Induced Trauma panel at the 2019 Children's Healthcare Canada (CHC) Conference. While Sarah was presenting, the panel moderator paused the session and shared a text message from his 9-year-old daughter, who was also listening to Sarah speak. She said,

"Daddy, you have to thank that girl. Because of her, now I know I'm not alone in the world."

This moment during the conference highlighted the importance of including the patient experience, as well as addressing feelings of shame and embarrassment among survivors of medically induced trauma. Sarah shared her powerful message on a national platform, reaching healthcare professionals, leadership and external stakeholders in pediatric health.

"What I saw at this conference was a sample of just how many healthcare practitioners are working to streamline services, support families and stand with caregivers to make their voices heard."

– CHC Conference Attendee



Sarah speaking at the CHC Conference. Image source: Kristy Wolfe Photography



Image source: Kristy Wolfe Photography

"Attending and presenting at the 2019 CHC Conference has vastly improved my skillset and further validated my role as a patient advisor. I had the privilege of networking on a national level, creating relationships and collaborating with CEOs, senators, healthcare professionals, and other key stakeholders in Canadian pediatric healthcare..."

Presenting at this conference taught me a number of things; however, there are a few significant takeaways for me. I learned that in order to connect and learn from one another truly, we must lean into vulnerability and authenticity. Only when I decided to be vulnerable and authentic in my presentation did I help that 9-year-old girl. I learned that we must look beyond what we think we can achieve to truly break barriers. Finally, I learned just how powerful my voice is and the impact that it can have on helping others."

- Sarah, PFA, 2019 CHC Conference Panel Member

Surgical Suite Redesign: An Innovative Approach to Patient and Family Centred Design



Joanne Picard (Patient Advisor) and Eryn (Joanne's aide)



Mario Tremblay (Patient Care Manager) and Eryn (Joanne's aide)

The Surgical Suite Redesign project incorporated a universal change table in the washroom that is suitable for older pediatric patients. This was an exciting and highly impactful project because families have long advocated for this addition at the Stollery. The washroom redesign incorporated the patient and family perspective by forming a small working group comprised of a project lead, a patient care manager, PFAs, and a member of the PFCC team. The project team developed a mockup washroom redesign and organized an in-person PFA walkthrough to help patients and families visualize upcoming changes.

"Multiple perspectives are so valuable when designing places, products and programs. As a family member, a designer and accessibility assessor, I appreciate the Stollery Hospital staff reaching out. Every opportunity for input...yields a more inclusive result for users. Thanks!"

- Lara Pinchbeck, PFA

On the day of the walkthrough, being able to physically move through the proposed design space produced numerous unexpected challenges, surprises and ultimately major changes to the design plan that resulted in a much-improved design that would better meet the needs of patients and caregivers.

"I had not had that experience before of working with patients and families and would definitely recommend having their input in projects going forward to ensure we have truly a 'thoughtful design'. We took great pride in being able to work with your team in the way we did"

- Kathy Feser, Surgical Suite Redesign Project Lead

PFCC includes "meeting families where they are at" and, in this instance, willingness of the project team to incorporate a simulation of the proposed washroom space for the advisors. Engaging patients and families in the decision-making process ensured a functional PFCC design that we hope will be a source of pride for all.

New Stollery NICU Opening



Jaimie McMillan speaking at the opening of the new Sturgeon NICU

The new Stollery Neonatal Intensive Care Unit (NICU) at the Sturgeon Community Hospital opened on October 28, 2019. This new, six-bed unit gives specialized, family-centred care to neonatal babies and their families from St. Albert and surrounding areas. The working group, including a PFCC coordinator, planned the redesign from the blueprint stages until its completion, ensuring the inclusion of the patient and family perspective within its design. Closer to the opening, families that had delivered at the Sturgeon also had the opportunity to share their stories with the working group.

At the opening of the Stollery NICU at the Sturgeon Community Hospital, we displayed written stories and photographs from various families for the media and leadership. Special thanks to Jaimie McMillan and her family for coming to speak at the media event about their experience at the Sturgeon Community Hospital and how much having a NICU in their own backyard will positively impact many future families.

Youth Advisory Council

The Youth Advisory Council (YAC) is a unique group because it consults on a variety of levels as many groups seek youth perspectives. For example, Stollery projects, University research, AHS provincial teams, and the Mental Health Commission of Canada have all come to YAC for their insights this past year. YAC also collaborates with the Child and Youth Advisory Council (CAYAC) out of Alberta Children's Hospital, ensuring big ideas become even larger by spreading the word and building on each groups' thoughts.

This past year, YAC collaborated with CAYAC on the Provincial AHS "Well on Your Way" Transition Website by identifying strategies to keep youth engaged in their health and ensuring youth have the information that they need to succeed. They also helped determine priorities and goals for the provincial the **Maternal, Newborn, Child & Youth Strategic Clinical Network (MNCY SCN)** and consulted on the **Alberta Research Centre for Health Evidence (ARCHE) Research Project** with the University of Alberta.



2019-20 YAC members

YAC's partnership with the Mental Health Commission of Canada on the **Headstrong Program Consult** came out of an expressed need to improve patient and family access to mental health supports. This work continues to be something that YAC is passionate about and strives to improve for future patients and families.

Speed Consults



Speed Consults

This year we trialed a new way to engage our PFAs with an opportunity to connect and learn more about each other's experiences, while gathering their feedback on multiple initiatives all in one evening. We originally planned to host in-person events with some advisors calling in, but COVID-19 forced the postponement of our first meeting. In order to continue advancing and prioritizing the patient and family perspective, we converted to an online experience with two speed consults, held on April 24th and 29th, 2020.

Participants shared exceptional feedback, providing key insights and the patient and family perspective on numerous topics. Afterwards, reports summarized discussions and were returned to those who requested the consults. Speed consult topics included:

- Personal item vending machine(s)
- Emergency Department vending machine(s)
- Emergency Department experience
- Isolation experiences
- Caregiver session topics
- Recruitment posters
- Discharge time posters
- Pre-surgery questionnaire
- Partnering tools

Given the success of the first rounds of speed consults, we will be continuing this format in the future!

What are ideal locations for these machines?

Does this concept fulfill a patient and family need?

What inventory is important to offer patients and families?



Topics



PFAs



YAC 2019-20 Year in Review:

- **Blanket Exercise & Talking Circle** (Educational opportunity for Indigenous voice inclusion)
- **Youth Mental Health Peer Support Program** (University of Calgary)
- **Surviving to Thriving** (Discharge resources/information)
- **Diabetes, Obesity, Nutrition SCN** (Policy/procedure review)
- **ARCHE Research Project** (University of Alberta; joint with CAYAC)
- **Headstrong Program** (Mental Health Commission of Canada & University of Calgary)
- **Virtual Reality Project** (University of Alberta)
- **Family Presence Policy** (MacEwan Nursing)
- **Family Health Journal**
- **Sibling workshop**
- **Provincial Transition Website "Well on Your Way" Questionnaire review** (Joint with CAYAC)
- **MNCY SCN Consult** (Joint with CAYAC)
- **"Well on Your Way" transitions consult**
- **Stollery Care Cards**

Cardiac FACT

The Cardiac Family Advisory Care Team (C-FACT) is comprised of family members whose children have accessed the Stollery's cardiology services. C-FACT volunteers consult with various AHS and external functions to improve service delivery, as well as create resources and find innovative ways to enhance patient and family experience. The following are a few C-FACT highlights from last year:

Magnet and Decals

C-FACT identified the need for patients and families to have quick reference supports containing information on their care teams, such as names and phone numbers. Magnets were trialed initially but thanks to a Stollery dad, they ended up as removable/transferable decals. Now, important contact information for each child is readily available on pumps, oxygen or any other flat surface. Accessibility to cardiac care teams through these well-designed decals is another way we are improving the patient and family experience at the Stollery Children's Hospital.



C-FACT Care Team Contact Decals



Donated heart pillows at the Pediatric Cardiac Intensive Care Unit (PCICU)

iHeart Stollery App

Consultations with the cardiology team for app development. The app is in its final testing stages and will be an excellent family support in the near future.

Including Patients and Families in Research

Identifying patient and family centered research topics.

Personal Protective Equipment (PPE) for Families in Isolation Rooms

Determining what are reasonable PPE requirements for families and caregivers when in isolation with their child and COVID-19 restrictions are no longer in place.

Inclusive Recruitment

Encouraging greater diversity in our council members and finding ways to bring cardiac patient and family voices to the group.

C-FACT Family Resource Teaching Tools

Reviewing tools used to educate and inform families of their child's heart conditions.

Heart Pillows

Now available in the Pediatric Cardiac Intensive Care Unit (PCICU). Special thanks to Tara for bringing them to C-FACT!



Sadie and her mom, Shannon Schmidt, at the UAH World Prematurity Day

NICU FACT

Although COVID-19 cut the NICU Family Advisory Care Team (FACT) season short, the NICU FACT organized many events, created family support resources and started many exciting projects that are carrying on this year. Here are a few highlights:

The 7th Annual NICU Fun Run in the Park

When: September 21st, 2019

Where: Gold Bar Park

Supporting: the Stollery Children's Hospital Foundations Neonatal Research and Education.

This well-attended event was a fun day with a balloon artist, glitter tattoo artists, live band, NICU FACT booth and Scavenger hunt, and a pizza lunch after.

Annual World Prematurity Day

When: November 17, 2019,

Where: Stollery NICU at the University of Alberta Hospital (UAH) and the Royal Alexandra Hospital (RAH).

These events are a way for graduate NICU families to reconnect with one another and visit with staff that took care of their children while in NICU.

RAH NICU Family Handbook

NICU FACT members Carol Purich, Amberliegh McRae, Andrea Nykipilo, and Deanna Ganske beautifully redid the handbook. This is a fantastic support resource for families entering the NICU! This comprehensive guide supports families to understand:

- NICU care philosophy;
- Unit practices;
- Team information;
- Procedures and tests; and,
- So much more!

NICU Family Stories Webpage

The NICU Family Stories Webpage launched in March and features a variety of NICU stories written by parents. These personal stories about families' NICU journeys are of hope, inspiration and connection.



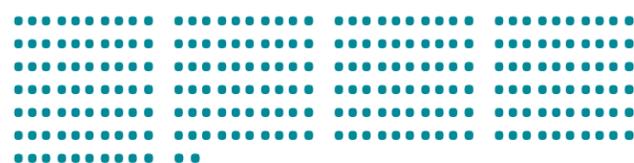
Virtual Family Talks



25 Presenters



56 Presentations



Over 1,260 Healthcare Professionals Attended

Family Talks provides opportunities for patients and families to share their experiences with clinicians, leadership, students, and other health professionals in structured presentations, panels and informal question and answer periods. However, with COVID-19 restrictions prohibiting work on site and creating difficulty gathering staff and students for in-person presentations, several groups within the Stollery and at the University of Alberta moved to virtual platforms.

Our passionate Family Talks presenters enthusiastically switched gears and accepted the challenge to share their stories and key PFCC messages virtually at the start of the pandemic. While this type of presentation is a bit different as it lacks the face-to-face listening cues of facial expression and body language of the audience, our presenters have been happy to share their perspectives in this new format and have found audiences to be receptive and engaged, providing positive feedback on what they've learned during presentations.

Grand Rounds

Child Life Grand Rounds

PFA Sarah Mooney presented with Child Life team members at Pediatric Grand Rounds on February 6, 2020. Sarah shared her lived experience to illustrate the critical role that Child Life played in helping her cope with her illness and hospitalization. For the 60 health care providers in attendance, Sarah's personal story set the stage for the Child Life Specialist presenters who explained the vast scope of the work they do with patients and their families.

Solutions for Kids in Pain (SKIP) Grand Rounds

Joshua Eszczuk and Shannon Schmidt relayed patient and parent perspectives on pain at Pediatric Grand Rounds on June 18, 2020. Both Shannon and Josh provided real life experiences to highlight the science and research presented by Dr. Samina Ali and Dr. Elise Reiter from SKIP, a national initiative striving to put evidence-based pain management solutions into practice in a timely manner. This Zoom presentation reached over 155 people.

Shannon and Josh reached their hearts, which in turn, opened their minds to hear what we had to say. It reminds us WHY we do what we do, in healthcare. Literally...patients first."

- Dr. Samina Ali, Physician Co-presenter at Grand Rounds

Bereavement Conference: Companionship Families through Loss

Over the years, the PFCC team has received numerous staff requests on how to best support families through loss in the NICU. As staff educational opportunities did not cover the topic of bereavements supports, the PFCC team formed the NICU FACT Bereavement Working Group. The group was comprised of NICU PFAs who had experienced loss, NICU social work, NICU bedside nursing staff, and a PFCC Coordinator. They hosted a staff education workshop, titled 'Companionship Families through Loss,' at the Royal Alexandra Hospital on October 15, 2019.



A few members of the Bereavement Working Group. From left: Julie Canham (Registered Nurse [RN]), Chetna Patel (RN), Sarah Topilko (PFCC Coordinator), Trina McCartney (PFA), Barb Davis (Social Work)

The event was attended by 144 multidisciplinary staff members consisting of nurses, NICU fellows, neonatologists, social workers, dieticians, spiritual care advisors, and medical residents from across the Edmonton Zone. Conference themes included:

- Companionship families through loss;
- Stollery ASSIST Team: transitioning to a palliative care approach;
- Communicating with a family before, during and after death;
- Spiritual and multicultural perspective on loss; and,
- Anticipating and experiencing the loss of an infant (family panel).

The highlight of the day for the audience was the family panel, which had five Stollery PFAs speak about their family's journey through loss. Tremendous gratitude goes to Leah Johnson-Coyle, Tonya Sams, Allan MacDairmid, Melanie Proskow, and Trina McCartney. Without their courage to be vulnerable in sharing their families' journey through loss, the audience would not have had the amazing opportunity to learn how to better support future families during the most difficult time of their lives.

"The afternoon was emotional, beautiful and one of the most thought-provoking experiences I have experienced to date. Each parent spoke from a slightly different angle and made me consider how I have and will approach these families in the future... Today, this workshop made me a better physician."

- Conference Attendee



Trina McCartney, PFA, sharing her family's experience and the beautiful story of her daughter, Katelyn, whose legacy helped shape this entire workshop

"My calling for this project came from the loss of our daughter, Katelyn, in 2013, and my soul's desire to share with Stollery staff that how they support a family through loss majorly impacts how that family will journey through the transformative process of grief.

My hope was that every person who attended the conference would go forward with confidence knowing how to better support those who will experience loss in their presence, knowing that even the most seemingly insignificant gesture could make the world of difference to that family. It is the absolute truth that immeasurable beauty can come from the most tragic of circumstances."

- Trina McCartney, Bereavement Working Group Member and Conference Panel Member

PFCC Advisory Council: Evolution and New Priorities

10
Years
of Stollery
PFCC Council
Evolution

As we are approaching 10 years of PFCC Advisory Council operations at the Stollery, we initiated a comprehensive review of the PFCC Council model to ensure that our purpose and operations align with evolving PFCC culture, advisory roles and other advisory councils.

Collaboration among returning and new members within the first months of the 2019-20 PFCC Council year helped to identify core functions, strengths, areas for improvement, and determine how to bridge the PFCC Council with all advisory councils throughout the Stollery. The completion of this foundational work resulted in the formation of a working group, comprised of dedicated Council members, who spent the remainder of the Council year reviewing and updating the PFCC Council model. Revised terms of reference, purpose statements and role clarifications served as a focal point for communication and collaboration amongst all Stollery advisory councils.

Despite the disruption of COVID-19, this group remained committed to the transformational process and over the summer months, the work expanded to include representatives from C-FACT, NICU FACT and YAC. As we headed towards the start of the 2020-21 Council season, a new collaborative council model emerged. This allows the PFCC Advisory Council to:



Enable consistent communication between councils



Expedite effective planning



Facilitate collaborations between councils



Impart equal opportunities to provide input



Ensure prudent use of PFCC resources

As part of the PFCC Advisory Council strategic planning, Advisory Council membership identified three key areas of potential focus for the 2020-21 year based on patient and family priorities, including:

- 1) Intensive Care Unit (ICU) to inpatient transfers;
- 2) Reinforcing diversity and inclusion; and,
- 3) Supporting the whole family.

With these key areas in mind for the year ahead, we are excited to collaborate with our partner councils, Stollery staff and leadership to further these initiatives and to advance the patient, family and advisor experience.

“Consistently connecting, collaborating and engaging with patients and families in the work that we do as healthcare professionals is of the utmost importance for the delivery to high quality healthcare.”

Over the past year, the PFCC Advisory Council has been committed to developing a current and relevant model to ensure its endeavors are impactful for patients and families. There is no doubt that PFCC Advisory Council is now well positioned to help provide patients and families with an exceptional healthcare experience. I look forward to seeing the PFCC approach become embedded in the delivery of healthcare.”

- Loredana Cuglietta, Speech Language Pathologist, Outgoing PFCC Council Co-Chair

International PFCC Conference

Our team and PFAs presented virtual poster presentations in two categories at the International PFCC Conference in September 2020. We thank our family advisors for sharing their experiences, stories and their time so generously so that others may benefit, and our staff who volunteered their time in support of these wonderful partnership initiatives.

Collaborative Development of Infection Prevention Control (IPC) Guidelines by Family Advisors, Healthcare Providers and IPC poster.

Within the *Essential Allies – PFA and Partners* category, Sandy Stevens (PFA) and Michelle Childs (PFCC Coordinator) shared how patients, families and healthcare providers collaborated through an IPC and PFCC working group to identify gaps in IPC knowledge and develop IPC guidelines for patients on additional precautions; minimizing risk of infections and addressing patient and family needs.

“I could not be more proud of such a great team that worked so hard to create a study that developed into a report with recommendations for Infection Prevention and Control which was just recently presented as a poster at a national conference. This is big and I am so glad I was asked to be part of it”.

–Sandy Stevens, IPC Poster Representative

Companioning Families through Loss Workshop: Family Advisors Leading the Way poster.

Within the *Education for Interprofessional and Collaborative Practice* category, Trina McCartney (PFA) and Sarah Topilko (PFCC Coordinator) shared how Stollery PFAs worked collaboratively with the PFCC team and other NICU staff to plan, develop and facilitate a staff education workshop about bereavement and loss in the NICU.

Stars of Alberta Nomination

We were thrilled to nominate Karen Calhoun for the prestigious Stars of Alberta Volunteer Award in 2019 and celebrate Karen's contributions along with her family members at the award ceremony.

Karen has been a volunteer at the Stollery Children's Hospital since 2006 and her support has positively affected patients and families in countless ways. She is a vital and valued part of our hospital, ensuring representation of the patient and family voice in all facets of hospital planning and decision-making. She has been involved in numerous major initiatives, which have had a huge impact on improving the patient and family experience. Every Stollery patient has benefited from Karen's amazing PFCC work. Karen is proof that you can be the difference you want to see in the world!



From left: Helen Jones (PFCC Manager), Michelle Childs (PFCC Coordinator) and Karen Calhoun (PFA and nominee)



COVID-19 Response



The start of COVID-19 in March 2020 caught Stollery patients, families and staff in a whirlwind of changing protocols, increasing restrictions and heightened levels of stress. Despite the challenges of this new and uncertain environment, the PFCC team endeavored to put as many resources and supports in place as possible for patients, families, staff, and our advisors.

COVID-19 restrictions meant volunteers were no longer allowed to come on site for their various roles. In response, the PFCC team rapidly pivoted all advisory, family stories and council work to virtual platforms. This shift increased volunteering opportunities and accessibility of PFCC services, support and engagement throughout the province. For many PFAs, participating in speaking engagements, advisory or council roles was facilitated by the shift to virtual platforms as it required less time and eliminated associated travel or parking costs. We are extremely proud of how quickly our advisors, staff and the PFCC team transitioned to the new virtual model; demonstrating incredible commitment and resiliency in the face of adversity. The following are a few ways we have continued to provide PFCC support at the Stollery Children's Hospital throughout COVID-19.

Connect Care Launch: Emergency Room Support

As the first point of contact for many of the patients and families of the Stollery Children's Hospital, the Emergency Department (ED) plays a vital role in patient experience, satisfaction and safety. The PFCC team is committed to supporting and partnering with the ED team to improve communication, understanding and the experience for families and staff as they navigate through the ED on their healthcare journey.



The PFCC team was pleased to support the pediatric and adult ED during Connect Care launch week. Our team supervised ED volunteers and provided direct support to families waiting in the ED. We often covered the whole shift without volunteers and as staff with experience as family members as well as the knowledge of available supports, we were able to engage and support families during their wait. Sometimes this was explaining what triage is, why the wait was so long, providing distraction and comfort items, offering refreshments, or encouraging timid families to report changes in a child's status to nursing staff.

Our observations from this experience, along with anecdotes shared from our Network families and best practices from other sites, informed a report for the ED team. Reflections highlighted in the report centered around patient and family engagement; patient and family education, communication and comfort; physical spaces; staff supports; and alternative models. We further collaborated with the ED team in a funding request for an additional triage nurse to address a gap identified during the Connect Care launch week.

-  Leveraging technology for continued PFCC services
-  Ensuring seamless support for patients and families
-  Targeting response based on Stollery patient, family and staff needs
-  Showing appreciation to Stollery healthcare workers
-  Continued amplification of the patient and family perspective
-  Partnering with the Stollery Children's Hospital Foundation to adapt services

Virtual Peer Support

With COVID-19 restrictions allowing only one caregiver to stay bedside with their child, we rapidly adapted to a virtual model so that we could continue to provide emotional support to families during this difficult time. The new virtual Peer Support program connects trained Family Mentors with Stollery families via iPads, which were generously funded by the Stollery Children's Hospital Foundation. While it took some trial and error to adjust, the dedication of our Peer Mentors and the commitment of the PFCC Peer Support team enabled a seamless transition and continued support for Stollery families.

"Pandemic or no pandemic, the families still need support. It is like gold to them to hear that they are not alone, speaking with another parent of a child that has been through similar experiences. The impact of these visits is still striking, even though done virtually, for both the families and myself... From my perspective, virtual peer support has been a success as it has allowed us to continue to connect with these families, at some of the most difficult times of their lives and make a difference."

- Glennis, Peer Mentor

COVID-19 Response



Caregiver Wellness

Caregiver Wellness Kits, Snacks and Water

In the emerging weeks of the pandemic, the PFCC team sought to provide a degree of comfort and support to families by providing caregiver kits, snack packs and water. To limit the spread of COVID-19, water fountains were closed and families were encouraged to minimize movement around the hospital. With guidance from our PFAs, two types of grab-and-go bags were prepared: self-care and activity items, and nutritious snack packs. During a time when families were adjusting to new restrictions, these Stollery Children's Hospital Foundation funded kits and water were a welcomed comfort.



Snack Kit

"I took a snack pack to a mom whose child was in critical care. She hadn't eaten all day as there was no food allowed in her child's room and she wasn't comfortable leaving her child. Upon receiving the snack pack, she immediately ran outside the unit to quickly eat a granola bar and have some juice before she came back in to be at her son's bedside. She was so grateful to have the food provided to her."

- Christie Oswald, PFCC Coordinator

Initial Caregiver Wellness Consult

At the end of April, our team identified a lack of resources during the COVID-19 pandemic specifically for families/caregivers of children with chronic health conditions, as well as a lack of pediatric-specific resources. A PFCC Coordinator reached out to caregivers with medically complex families and asked if they would be interested in sharing their experience of caregiving during COVID-19. Four PFAs participated in a very emotional and candid consult where they described their difficulties since the shutdown in March and offered recommendations moving forward. Caregiver discussions and recommendations were summarized into a report and shared internally, and supported the creation of our Caregiver Wellness pamphlets and Caregiver Mental Health and Wellness series for outpatient families.

COVID-19 Response

Coping with Hospitalization & Isolation during COVID-19: Self-Care Tips for Caregivers Pamphlet

Hearing how stressful and anxiety-ridden pandemic-related situations had become for caregivers, we created the 'Coping with Hospitalization & Isolation during COVID-19: Self-Care Tips for Caregivers' information pamphlet. Accompanying the Caregiver Wellness Kits, these pamphlets highlights simple ways to care for the mind, body and spirit, as well as suggestions for practicing self-compassion and staying connected with others despite the physical restrictions.



Wellness Kits

Caregiver Mental Health and Wellness Series



Sessions

A four-week introductory series began in June, focusing on the development of coping skills to deal with fear and uncertainty, and work on self-compassion. Though each virtual session began with a topic, skilled facilitators adapted the discussion based on collective group needs. Sessions also included a simple mindfulness activity and the facilitator provided relevant resources to enhance learnings and discussions during the session and for participants to refer back to once the session ended. At the conclusion of the series, attendees felt an increase in support and resilience and a renewed capacity to carry on during this especially challenging time. In the words of an attendee,



Registrations

"Before the sessions I was overwhelmed and isolated. After the sessions, I have some strategies to deal with my fears and our reality of living in a pandemic with a medically fragile child."



Hours of Support

Attendees universally expressed a desire for the sessions to continue, as the support received was invaluable in guiding them through the pandemic. Based on feedback received, sessions are now offered regularly on a five-week pre-registered schedule, with additional information sessions offered on various topics including self-care, journaling and art therapy, all designed to develop a well-rounded coping toolkit. As the needs of this group were prompted by but not specific to COVID-19, sessions will be adjusted to deliver a sustainable, long-term support well beyond COVID-19.

Staff Appreciation to COVID-19 Screeners

Early in the pandemic, AHS staff were redeployed to help screen and permit entry to patients arriving at hospital sites. This task was sometimes met with confusion, anger and resistance, particularly as information, policies and procedures evolved. In recognition of the incredible work our screeners were doing, our team wrote a letter of sincere gratitude for the screeners, highlighting specifics in their approach and commending their abilities to clearly, compassionately and kindly communicate the necessary information to everyone they encountered. A small act that has had significant impact and continues to motivate screeners as the first page of their protocol binder.

COVID-19 Response

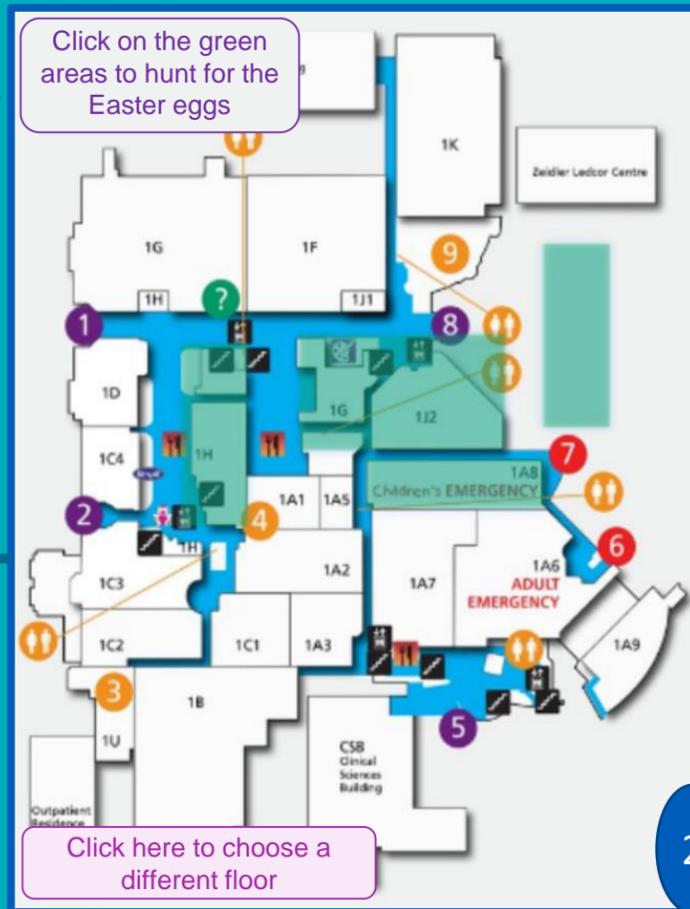
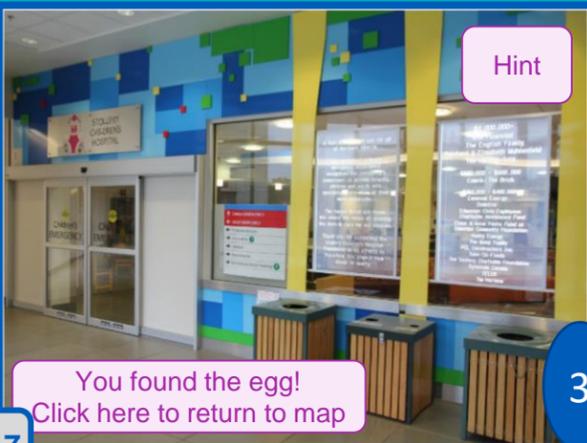
Virtual Easter

Easter is a time when families are used to coming together and children have expectations of eggs and treats from the Easter Bunny. Due to the tight regulations at the hospital that was not possible this year. The PFCC team and a technically competent volunteer created a virtual Easter Egg hunt that used the hospital map and images of familiar places around the hospital to allow children to hunt for eggs from the safety of their hospital room.

The virtual Easter Egg Hunt was communicated to families through the Stollery Facebook page and through nurses and staff on pediatric units. The game was played by 449 unique users, 678 times! Feedback was overwhelmingly positive and Play 107 Radio's segment of "Tell Me Something Good" featured our event. The ability to swiftly move this project through when management was facing countless other priorities is evidence of a strong PFCC culture at the Stollery Children's Hospital.



The first ever virtual Easter egg hunt at the Stollery Children's Hospital enhanced the patient experience during COVID-19



Appreciation from the PFCC Team



From our hearts to yours, we thank you!



The 2019-20 PFCC year was an unprecedented year of growth and innovations in the face of adversity. Despite the many ways our team adapted to changing circumstances, PFCC at the Stollery Children's Hospital continues to flourish and it is because of the continued support and dedication of:

- The Stollery Children's Hospital Foundation's generous contributions that fund all PFCC initiatives;
- Stollery leadership's vision and support;
- PFAs who give of themselves wholeheartedly by sharing their experiences to improve the healthcare system and the experience of future patients and families; and,
- Family, staff and physicians who champion PFCC.

The Stollery Children's Hospital Foundation's support helps us provide excellence in caring for Stollery kids and families. Thank you to the numerous donors and the Stollery Children's Hospital.



Want to get involved?

Contact us today:

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Stollery Children's Hospital
Patient and Family Centred Care
The Family Room – Room 4H2.02